

# DISABILITY NETWORK DIRECTORY

## Consumer Protection

### Aviation Consumer Protection Division

Attn: C-75-D  
U. S. Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
1-800-778-4838 (V)  
1-800-455-9880 (TTY)  
E-mail: [airconsumer@oat.dot.gov](mailto:airconsumer@oat.dot.gov)  
<http://airconsumer.ost.dot.gov/ACAComplaint.htm>  
Investigate air travel complaints and attempt to resolve issues on the spot as they occur or in advance of travel. Download a complaint form and mail in or fill out the online travel complaint/comment form.

### Montgomery County Office of Consumer Protection

100 Maryland Avenue, Suite 330  
Rockville, Md 20850  
240-777-3636 (V)  
240-777-3681 (Anonymous Consumer Tip Line)  
E-mail: [consumerprotection@montgomerycountymd.gov](mailto:consumerprotection@montgomerycountymd.gov)  
[www.montgomerycountymd.gov/consumer](http://www.montgomerycountymd.gov/consumer)  
Responsible for enforcing consumer protection laws prohibiting unfair and deceptive business acts to ensure a fair marketplace for consumers and businesses. Investigates and resolves consumer complaints, engage in consumer education and outreach, license certain businesses, and administer several programs.

### Better Business Bureau (BBB) of Metro

#### Washington DC and Eastern PA

1411 K Street, NW, Suite 1000  
Washington, DC 20008  
202-393-8000 (V)  
E-mail: [info@mybbb.org](mailto:info@mybbb.org)  
<http://dc-easternpa.bbb.org>  
24-hour automated telephone inquiry service provides reliability reports on companies and charitable organizations. Also provide complaint filing services, general monitoring of advertising in the marketplace, dispute resolution services and consumer/business education programs. Information and services are provided at no cost to the public with the exception of mediation and arbitration services.

### Maryland Attorney General's Office

#### Consumer Protection Division

410-528-8662 (V)  
1-888-743-0023 (Toll Free)  
E-mail: [consumer@oag.state.md.us](mailto:consumer@oag.state.md.us)  
[www.oag.state.md.us/consumer](http://www.oag.state.md.us/consumer)  
Mediation services to consumers to help resolve complaints against businesses and health insurance carriers.

### Maryland Consumer Rights Coalition

Marceline White, Executive Director  
1209 N. Calvert Street  
Baltimore, MD 21202  
410-528-1591 (V)  
E-mail: [marceline@marylandconsumers.org](mailto:marceline@marylandconsumers.org)  
[www.marylandconsumers.org](http://www.marylandconsumers.org)  
Non-profit grassroots consumer organization that educates individuals, organizations and officials about consumer issues and consumer rights. Advocate on behalf of consumers before the Maryland Legislature and state agencies.

*Montgomery County Government does not endorse or assume responsibility for any product, method, service or treatment listed in this resource directory that is not a County program.*

Alternative formats of this document are available upon request.

240-777-1246 (V) • MD Relay 711 • [Carly.Clem@montgomerycountymd.gov](mailto:Carly.Clem@montgomerycountymd.gov)